First Time Fill Rate

DEALERSHIP NAME		VW Alhambra	rst time fill rate	
DATE	RO'S	1st Time	Same Day	Day
10\23	14	11	1	2
10\24	11	7	2	2
10\25	15	12	2	1
10\26	10	7	1	2
10\27	16	12	1	3
10\28	13	10	1	2
Totals	79	59	8	12

Rate %
78.57%
63.64%
80.00%
70.00%
75.00%
76.92%
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
74.68%

REYNOLDS 2213 Stocking Status INVESTMENT	Inventory Value		% of Inventory	Guide		
Normal or Active Stock			#DIV/0!	over 70%		
Automatic Phase Out			#DIV/0!	Less than 30%		
Dealer Phase Out			#DIV/0!	Less than 1%		
Manual Order			#DIV/0!	Less than 3%		
Non Stock Part $'s			#DIV/0!	Less than 5%		
Non Stock Part #'s*			MEMO	Greater than 70% of PN's		
Core Clean			#DIV/0!	PART #		# PIECES
Core Dirty			#DIV/0!	PART #		# PIECES
Replace by hold RBH			#DIV/0!	PART #	NA	# PIECES
					NA	
Total Inventory	$0		#DIV/0!			

REYNOLDS

Activity	Value		% of inven	NADA Guide	Notes
Current			#DIV/0!	75%	this is your current a
1-3 Months			#DIV/0!	included	healthy parts invento
4-6 Months			#DIV/0!	23%	
7-9 Months			#DIV/0!	2%	65% Will likely become
10-12 Months			#DIV/0!	included	85% Will likely become
13-24 Months			#DIV/0!	0%	Technically Obsolete
25+ months			#DIV/0!	0%	
TOTAL	$0		#DIV/0!		

GOOD
WARNING
DANGER
GREAT
Seldom used
OK….BUT..
OUCH !!!!!!!!!
YIKES

nd active		
ory		
	OBSO POSITION MATH DONE BELOW	
obso	.65 TIMES THE 7-9 MONTH VALUE	$0
obso	.85 TIMES THE 10-12 MONTH VALUE	$0
	PLUS THE 13-24 MONTH VALUE	$0
	PLUS THE 25+ VALUE EQUALS	$0
	OBSO AS A % OF TOTAL	$ -	#DIV/0!

CDK Stocking Status INVESTMENT	Inventory Value		% of Inventory	Guide		
Normal or Active Stock	$111,793		64.46%	over 70%		
Automatic Phase Out	$38,125		21.98%	Less than 35%		
Dealer Phase Out			0.00%	Less than 1%		
Manual Order			0.00%	Less than 3%		
Non Stock Part $'s	$23,488		13.55%	Less than 5%		
Non Stock Part #'s*		MEMO		Greater than 70% of PN's		
No Phase Out Not on ADP				NA		
Repace by Hold Not on ADP				NA		
Clean Core			0.00%	p/n	pieces	
Dirty Core			0.00%			
Total Inventory	$173,406		99.99%			

ADP					
Activity	Value $	% of Invent	%	Notes & Guides	
0-3 Months	110,965		64%	ACTIVE INVENTORY at 75%	
4-6 Months	21,304		12%	ACTIVE INVENTORY at 23%	
7-12 Months	17,664		10%	75% will likely become Obso 2%	
Over 12 Months	14,445		8%	Technical Obsolescence 2% is gu	
New parts no sales	9,028		5%	Minimal Amount	
Total Inventory	$173,406		100%		

COLOR SCORING			
GOOD			
WARNING			
DANGER			
GREAT			
Seldom used			
OK….BUT..			
OUCH !!!			
OUCH !!!!!!			
ouch!!!			
	OBSO POSITION		
is guide	.75 TIMES $		13248
uide	PLUS		14,445
	PLUS		9,028
	EQUALS	21%	36721

DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLA
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STOC			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS:TO PHASE OUT			#DIV/0!				LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!				
SUPERCEDED W/ON HAND			#DIV/0!				LOW DBL NUMBERS
INACTIVE W/ON HAND			#DIV/0!				LESS THAN 30-35%
TOTAL INV. TO SELL			#DIV/0!				
CORES ON HAND							LOW PIECE COUNTS
NEG-ON-HAND							LOW DBL NUMBERS
TOTAL OF INVENTORY							
PARTS ON OPEN R. O.'S							ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY							
NOT ON FACTORY MASTER							MINIMAL
PARTS WITH OUT COST							MINIMAL

INVENTORY AGING BY LAST SOLD						
			VALUE	%	ACUM %	INSTRUCTORS NOTE
NEVER SOLD				#DIV/0!	#DIV/0!	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!	THIS IS TECHNICAL OI
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	
TEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL OI
NINE MONTHS AGO				#DIV/0!	#DIV/0!	
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS OUT IS SET AT 0 IN 6

SEVEN MONTHS AGO			#DIV/0!	#DIV/0!	
SIX MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACTIVE HEALT INVENTORY
FIVE MONTHS AGO			#DIV/0!	#DIV/0!	
FOUR MONTHS AGO			#DIV/0!	#DIV/0!	
THREE MONTHS AGO			#DIV/0!	#DIV/0!	
TWO MONTHS AGO			#DIV/0!	#DIV/0!	
ONE MONTH AGO			#DIV/0!	#DIV/0!	
CURRENT MONTH			#DIV/0!	#DIV/0!	
TOTAL INVENTORY			#DIV/0!		
CORES WITH ON HAND					CONFIRM DIRTY & CLEAN

ASS		COLOR	
		SCORING	
		GOOD	
		WARNING	
		DANGER	
		GREAT	
		Seldom used	
		OK….BUT..	
		OUCH !!!	
ES			
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BSO			
S IF YOUR PHASE			

HY PARTS
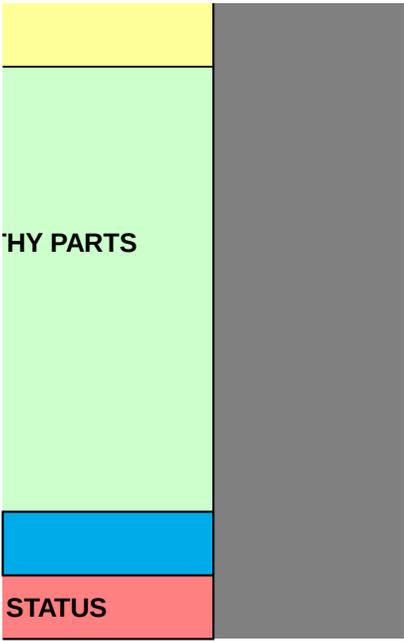
STATUS

UCS SCORECARD Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 30%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part $'s)				Less than 5%
Total Watch #'s (N/ Stock Part #'s)				Greater than 70% of PN's
Clean Core				
Dirty Core				Are controls in place?
Extra Lines				NA
Extra Lines				NA
Total Inventory	$0			

UCS

Investment				NADA	
Activity	Value		% of inven	Guide	Notes
Current TO 3 Months			#DIV/0!	75%	this is your current a
3 to 6 Months			#DIV/0!	included	healthy parts invento
6-9 Months			#DIV/0!	23%	65% Will likely become
9-12 Months			#DIV/0!	2%	85% Will likely become
12 Months + Over			#DIV/0!	included	This is your Technical
			#DIV/0!		
			#DIV/0!		
TOTAL	$0		#DIV/0!		

| GOOD |
| WARNING |
| DANGER |
| GREAT |
| Seldom used |
| OK….BUT.. |
| OUCH !!!!!!!!! |
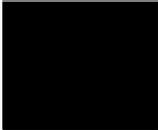
nd active		
ory		
e obso	$0.00	
obso	$0.00	
OBSO	$0	
	$0.00	#DIV/0!

Departmental Action Plan

Dealership | Volkswagen Alhambra

Academy Week | Week 2 Fixed Ops (Parts) | **Class &**

Current Situation

The current situation in my parts deparment that I will adress in this action pla
special order parts (SOP's) that turn into obsolescence. Currently we have on
are obsolete (over 12 months), or are techincally obsolete (7-12 months). A go
and from what I learned in week 2 don't/shouldn't be if handled correctly from

Overall Objective:

My overall objective is to implement and monitor a procedure to reduce the ar

Proposed Timeline

My timeline is to have these procedures in place and active by the end of Nove

Action Plan

The first part of this action plan begins when the customer brings in their vehi
doing a SOP's audit with my parts manager I realized 90% of these SOP's cam
customers vehicle had been at the dealer these parts would have been able to
would be necessary. The first part of this action plan is to have the customer
loaner if a SOP needs to be ordered. In the event this part is under warranty a
the job, the service loaner will be paid through warranty. In the event that it is

Requirements

Meeting with Dealer:

1. **Action Proposed: To reduce the amount of SOP's that in turn become obsoles**

2. Meeting with stakeholder(s) (dealership personnel):

Describe what is in place to support desired goal:
This action plan will be described in detail with the parts manger, service man
advisors will be properly trained on ways to politelly inform the customer that
to be made. Service advisors will be properly trained and given the resources

3. Accountability: Monitoring progress:
Who: The service advisors will be responsible for monitering themselves on a
charge of monitering them throughout the week and giving them constant rem
service manager and the service advisor accountable/responsible in my week
What:
By When: This process will be implemented by the end of Novemeber.
How: Filing bins will be purchased and labeled. Training and expectations wi

4.

5. Estimated cost for implementation: This process will cost very little to implen

Projected Date of Completion:	11/30/17	Sponsor Signature:

Evaluation of Results: Include measured results.   (± Metrics)

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI / All of these areas will be effected in a
followed properly.

Scott O'Donell

Student Number N328

...n, is my obsolescence and in particular
...average 18% of our parts (Aug Report) that
...ood portion of these obsolete parts are SOP's,
...inception.

...mount of SOP's that turn into obsolescence.

...ember.

...icle and it is written up for service/repairs. In
...e in within 1 day of being ordered. If the
...be installed immediately and no other steps
...leave their vehicle and be given a service
...nd it will take longer than 3 hours to complete
...not covered under warranty or takes less than

...cent.

ager and all service advisors. Service
their part is in stock and appointment needs
: to be able to give a customer service

daily basis. The service manager will be in
ninders. Myself as the GM will hold both the
ly meeting.

ll be laid out throughout the month

nent and the only expense will be the cost of the

positive way shall these processes be implemented and